



## JUSTICE COURTS OF ARIZONA IN MOHAVE COUNTY

### Volunteer Mediator

**SUMMARY NATURE/PURPOSE OF WORK:** Under general supervision, undertakes, performs and provides mediation services to parties filing a complaint in justice court civil matters.

**MINIMUM QUALIFICATIONS:** High School Diploma or equivalent. One (1) year or more years of progressively responsible administrative, professional or technical experience in a court, social service or justice related organization which demonstrates the ability to perform the duties of the position **OR** any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

**KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

- Knowledge of Mohave County and specific court-related policies and procedures.
- Knowledge of the principles of group dynamics and functions.
- Knowledge of court processes, procedures and legal terminology.
- Knowledge of community resources and services.
- Skill in dealing with potential angry, hostile and uncooperative clients.
- Skill in assessing, evaluating, analyzing, identifying and recommending solutions to complex problems.
- Skill in producing written reports for internal and external audiences.
- Skill in establishing and maintaining effective working relations with co-workers, other County employees, representatives of other governmental agencies, the bar association, victims, witnesses, litigants, jurors, news media, general public and others having business with the courts of Mohave County.

**JOB FUNCTIONS/DUTIES:** *The following EXAMPLES OF DUTIES are **NOT** intended as a comprehensive list of job functions/duties performed by individuals assigned to this classification. The following provide a representative summary of the major duties and responsibilities. Incumbents may not be required to perform all duties listed and/or may be required to perform additional, position-specific, duties.*

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**EXAMPLES OF DUTIES:** Works with parties to develop a mutually acceptable agreement; serves as a neutral mediator; provides information and assistance regarding the role of mediation in the court process; identifies individual and collective/mutual issues of concern; identifies and presents alternatives and variations of plan; makes suggestions and proposals related to the matter in dispute.

Introduces and proposes alternatives to difficult situations; works with parties to resolve issues. Develops and presents written mediation agreement when successful; identifies and forwards cases unable to be mediated to court as required.

Prepares reports for internal and external presentation.

Performs other functions as assigned.

#### **ADDITIONAL REQUIREMENTS:**

Must possess and maintain a valid Arizona drivers license.

May be exposed to potential physical harm and/or infectious diseases.

Work is subject to various post or job-site assignments and may be subject to irregular work hours/schedules to include completion of work on holidays and weekends. Work may also require traveling.

Must complete 40 hours of mediation training.

Must observe two (2) mediation sessions and perform two (2) mediation sessions under the supervision of another mediator.

Must complete six (6) mediation sessions prior to award of mediation certification.